



BOOK
ALERT

an *annotated* listing of recently published,
work related reading for City of Tempe employees ...

*If you have request, comments or suggestions, I can be reached at ext. 5511 or by email at Curt_Peterson@tempe.gov

BASIC EMPLOYEE SKILLS

- 658.314
K29H Kelley, Robert E.
How to Be a Star at Work: Nine Breakthrough Strategies You Need to Succeed.
Times Business, 1998. *Maybe you'll even achieve top billing on one of the routing lists.*
- 153.35
S582T Silver, Todd
Think Like a Genius: Use Your Creativity in Ways that Will Enrich Your Life.
Bantam Books, 1996. *In no time you'll be scribbling inscrutable formulas on the nearest chalkboard.*

COMMUNICATION

- 302.14
C555I Christian, Sandy and Nancy Loving Tubesing
Instant Icebreakers: 50 Powerful Catalysts for Group Interaction and High-Impact Learning. Whole Person Assoc. Inc., 1996. *Much more effective than trying to warm up a crowd with a portable hair dryer.*
- 395.59
F492T Finch, Lloyd C.
Telephone Courtesy and Customer Service. Crisp Pub., Inc., 1990. *How about - would you please (with peanut butter and jelly on top) hold?*
- 302.2
H241G Hanks, Kurt and Gerreld Pulsipher
Getting Your Message Across. Crisp Pub.Inc., 1991. *Sometimes my backhanded compliments don't quite make it over the net.*
- 658.452
K97S Kushner, Malcolm
Successful Presentations for Dummies. IDG Books, 1996. *If you think an overhead projector is over your head.*
- 808.042
S822G Steinmann, Martin and Michael Keller
Grammar Without Grief: The Ultimate A to Z for the Stylistically Clueless and the Grammatically Challenged. NTC Pub. Gr., 1997. *If you want to try to mainstream your gobbledygook.*

MANAGEMENT

- 658.3112
A552C Andler, Edward C.
Complete Reference Checking Handbook: Smart, Fast, Legal Ways to Check Out Job Applicants. AMACOM, 1998. *Now you won't have any more excuse to be a vouch potato.*
- 658.409
R233 Crisp, Michael - editor
Rate Your Skills as a Manager: A Crisp Assessment Profile. Crisp Pub. Inc., 1991. *Avoids the unreliable Self-Deception Scale where 1 is excellent and 10 is exceptional.*

- 658.3125
E26T Edwards, Mark R. and Ann J. Ewen
360 Degree Feedback: The Powerful New Model for Employee Assessment and Performance Improvement. AMACOM, 1996. *This method provides employees with assessment from a lot of different directions. Except, of course, any comments that are directed from behind your back.*
- 658.812
L662W Levesque, Paul
The WOW Factory: Creating a Customer Focus Revolution in Your Business. Irwin Prof. Pub., 1995. *Eyes are wide - Mouths are gaping - Jaws from off the floor need scraping
Each dumbfounded - Fully dazed - Impressed, astonished, in short amazed
You've succeeded - What a saga - Customers have all gone gaga*
- 658.402
L764V Lipnack, Jessica and Jeffrey Stamps
Virtual Teams: Reaching Across Space, Time, and Organizations with Technology. John Wiley and Sons, Inc., 1997. *Just imagine - ending up in the video conference championship.*
- 658.313
W225R Walsh, James
Rightful Termination: Defensive Strategies for Hiring and Firing in the Lawsuit-Happy 90's. Merritt Pub., 1994. *Avoid those pink slip-ups.*

SPECIFIC EMPLOYEE SKILLS

- 658.456
P324C Paul, Kevin
Charing a Meeting with Confidence: An Easy Guide to Rules and Procedure. Self Counsel Pr., 1995. *So you can avoid motion sickness.*
- 651.77
W339M Watson, Jane
The Minute Taker's Handbook: Taking Minutes at Any Meeting with Confidence. Int.Self Counsel Pr. Ltd., 1992. *I still say - if when foisting this duty you don't succeed, try try again.*

WORK ENVIRONMENT

- 158.7
C329M Cartwright, Susan and Cary L. Cooper
Managing Workplace Stress. Sage Pub., 1997. *On your journey to your wits end at least take the scenic route.*
- 174.4
D372Y DeMars, Nan
You Want Me to Do What?: When, Where, and How to Draw the Line at Work. Fireside, 1997. *It's important to keep in mind that repetitive rule bending, fabricating and hairsplitting could lead to carpal tunnel syndrome.*
- 331.25
N712M Nilles, Jack M.
Making Telecommuting Happen: A Guide for Telemanagers and Telecommuters. Van Nostrand Reinhold, 1994. *Just think - being able to do laundry during your coffee break. The idea sure is tempting.*
- 158.7
L825S Loehr, James E.
Stress for Success: The Proven Program for Transforming Stress into Positive Energy at Work. Times Books, 1997. *It's true - worry and anxiety can work - it's all in the tailoring.*
- 650.13
W427E Weisinger, Hendrie
Emotional Intelligence at Work. Jossey-BassPub., 1998. *Just don't get up in the staff lounge and start singing: FEELINGS - whooh, whooh, whooh; FEELINGS - whooh, whooh, whooh; FEELINGS - feelings at work.*